



Maintenance & Cleaning

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General Notice

Maintenance by Qualified Personnel

Regular technical maintenance is required to ensure that the device is always in operating order.

Qualifications

Maintenance work should only be carried out by qualified personnel. The safety, reliability and longevity of the device depend on correct maintenance.

■■■ Persons causing damage as a result of unqualified maintenance, repair and care are liable for these costs.

Manufacturer Service

For reliable maintenance, servicing, diagnosis and troubleshooting, please contact your supplier, nearest dealer or another service supplier authorized by the manufacturer.

Safety

WARNING!



Maintenance and cleaning may result in hazardous situations. Accidents can occur by mechanical or electrical means if safety instructions are not observed!

- Turn off the device and remove from the power supply prior to cleaning or maintenance work!
- On no account should liquid be allowed to enter the device!
- Do not use any kind of spray directly on the printer! Moisten a cloth with a cleaning agent to clean the device!
- Repairs to the printer may only be carried out by a trained service technician!

Troubleshooting

Status

If device malfunctions occur, analyze the device messages first. Please read the relevant chapter contained in this documentation.

Calling for Service

If you are not authorized to carry out a diagnosis and repair of problems, please call your technician or authorized service supplier. The service personnel have the required information and replacement parts to correctly carry out the repairs.

Ordering Spare Parts



CAUTION! - Using parts that do not meet the manufacturer's high standards may damage the machine.

→ Only use original spare parts supplied by the manufacturer.

Order Specifications

The following information is required when ordering spare parts:

- Model
- Device serial number
- Optional device configuration
- Description and part number of the spare part
- Number of parts required

Frequency of Care

Note on Cleaning

Frequent maintenance and cleaning is required to ensure that the device operates safely and provides a high level of performance. The frequency with which maintenance checks are required depends on operating and environmental conditions, the length of operation daily, and the print media used.

→ In particular, the printhead and feed roller need to be checked regularly for paper, adhesives and ink residues.

Cleaning Agents

Dirty component	Cleaning agent	Order number
Printhead	Printhead Cleaning pen (Fig. [1])	95327
	Printhead cleaning roller (Fig. [3])	A6780
	Printhead cleaning liquid (Fig. [3])	A6781
Print roller and other rubber rollers, Pressure roller	Roller cleaner (Fig. [2])	98925
Drawing roller	Methylated spirit	
Metal deflection axis or -guide tube	Cleaning fuel, Label remover	90073
External parts	Common neutral cleaning liquid	

[Tab. 1] Recommended cleaning agents.



CAUTION! - Keep to the following rules to avoid damaging the device:

- Do not use any cleaning agent that could damage or destroy the resin surface, labelling, display, nameplates, electrical components, etc.
- Do not use any cleaning agents that are abrasive or damaging to plastics. Avoid acid or alkaline solutions.



[1] Printhead cleaning pen.



[2] Roller cleaner



[3] Printhead cleaning roller and printhead cleaner.

Printhead



CAUTION! - Electrostatic discharges or contact with sharp edges can damage the printhead.

- Protect the printhead [1A] [2A] from electrostatic discharge (ESD) when performing maintenance work or cleaning!
- Avoid touching the thermal transfer [1B] printhead with bare hands!
- Do not allow sharp objects to come into contact with the thermal edge.

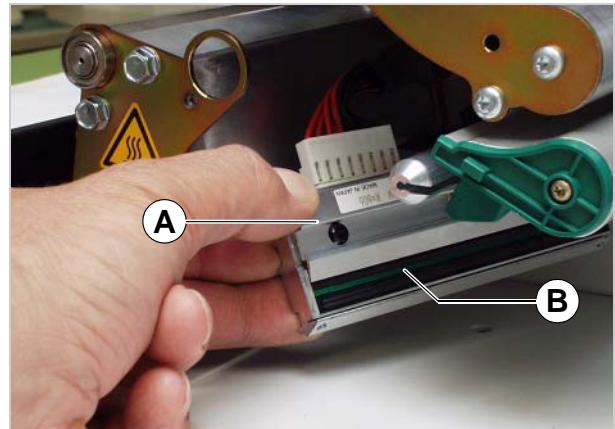
► If you do not have any professional ESD protection equipment (ESD wristband, ESD shoes, ...), place one hand on an earthed object near to you (e.g. tap or radiator) before touching the device to discharge any static charge your body may be carrying.

Impurities such as lint and colour particles from the thermal transfer ribbon may collect on the printhead during printing. This can degrade the printed image considerably. Noticeable effects:

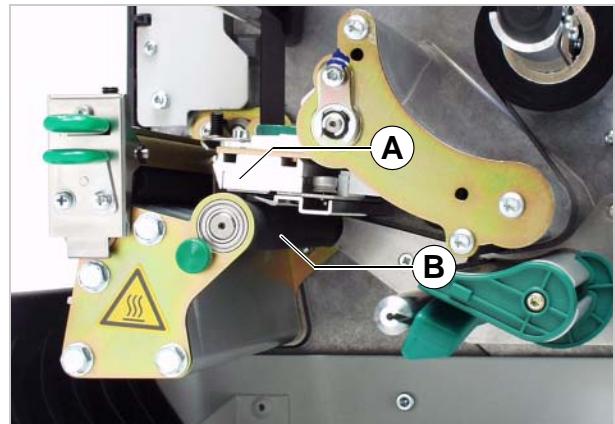
- Differing contrast on the labels
- Light stripes in the printing direction

► Clean the printhead [2A] and the print roller [2B] regularly, and always clean them before inserting a new ribbon. When using direct thermal mode, always clean them before inserting a new material roll.

○ Cleaning the print roller: See Section [Cleaning/replacing the print roller](#) on page 12



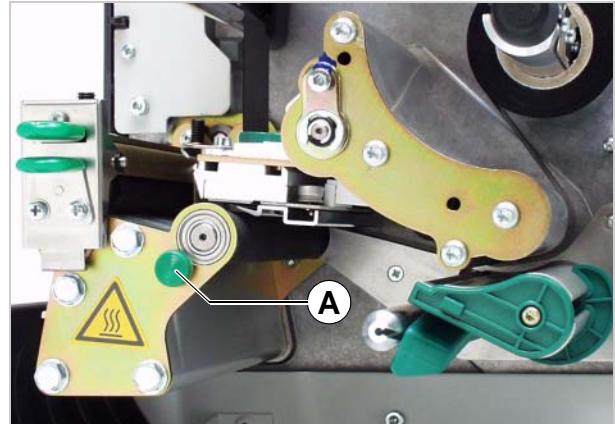
[1] The printhead is dismounted
A Printhead
B Thermal edge



[2] **A** Printhead
B Print roller

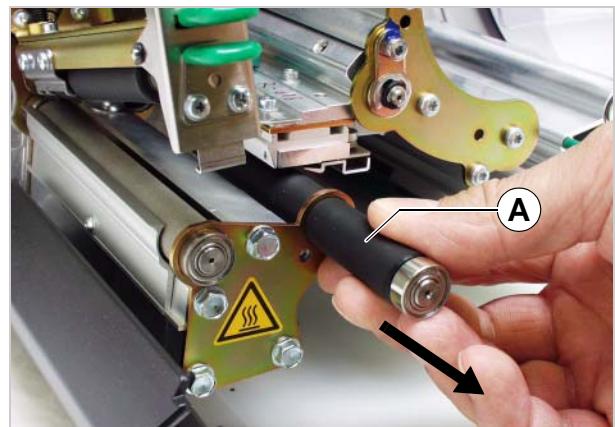
Cleaning the printhead with a cleaning pen

1. Switch off the printer.
2. Remove the label material and ribbon from the printer.
3. Remove the thumb screw [3A].



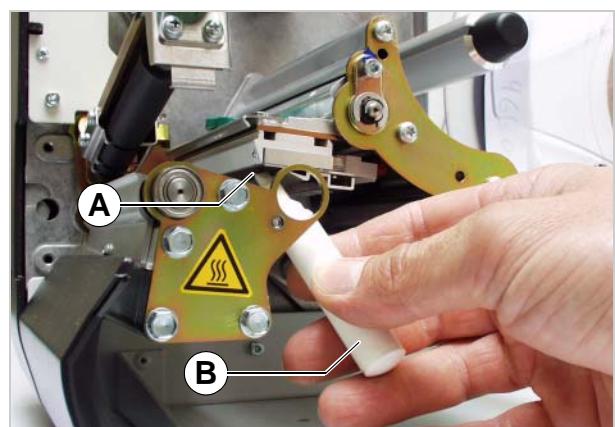
[3] A Thumb screw

4. Pull out the print roller [4A].



[4] Pulling out the print roller (A)

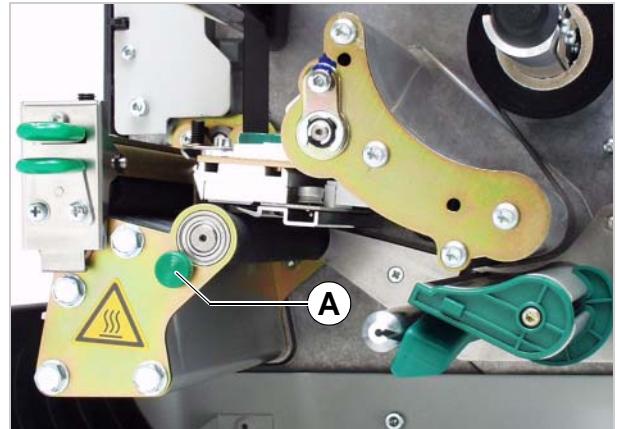
5. Run the pen [5B] over the thermal edge [5A] a few times.



[5] Cleaning the printhead with the cleaning pen
 A Thermal edge
 B Cleaning pen

Cleaning the printhead with a cleaning roller

1. Remove the label material and ribbon from the printer.
2. Remove the thumb screw [6A].



[6] A Thumb screw

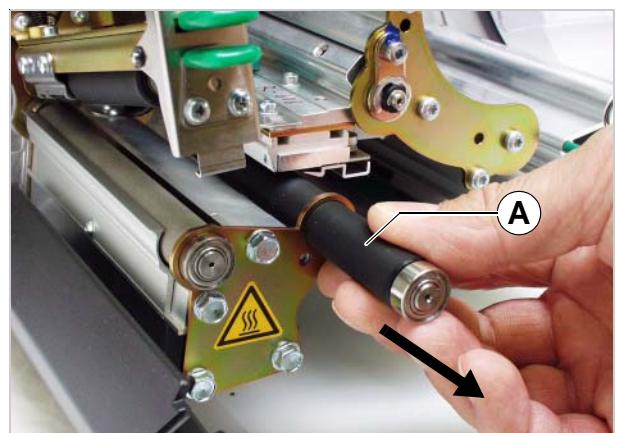
3. Pull out the print roller [7A].



WARNING!

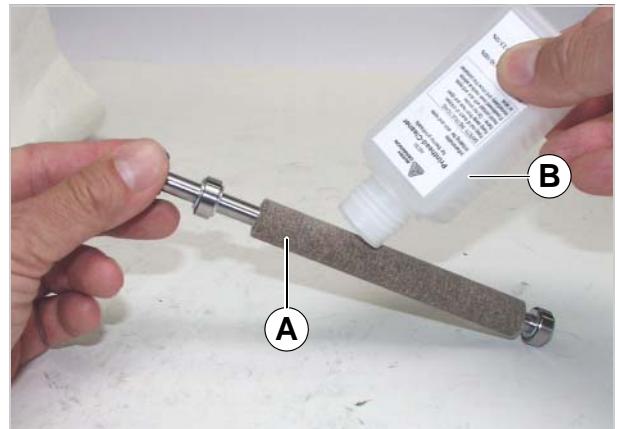
Printhead cleaner is inflammable.

- Always comply with the safety guidelines for using flammable liquids.
- Do not smoke while servicing the device.



[7] Pulling out the print roller (A)

4. Soak the cleaning roller [8A] with printhead cleaner [8B].



[8] Soaking the cleaning roller with cleaner.
 A Cleaning roller (part no. A6780)
 B Printhead cleaner (part no. A6781)

5. Insert the cleaning roller [9].
6. Call parameter **TEXTILE PARAMETE** > Head clean:
Head clean
Press cut key
7. Press the *cut* key and keep it pressed. The printhead swivels down.
8. Rotate the cleaning roller in both directions for several times. This cleans the print-head.
9. Release the *cut* key. The printhead swivels up.
10. Replace the cleaning roller with the print roller.
11. Lock the print roller with the thumb screw.



[9] Inserting the cleaning roller.

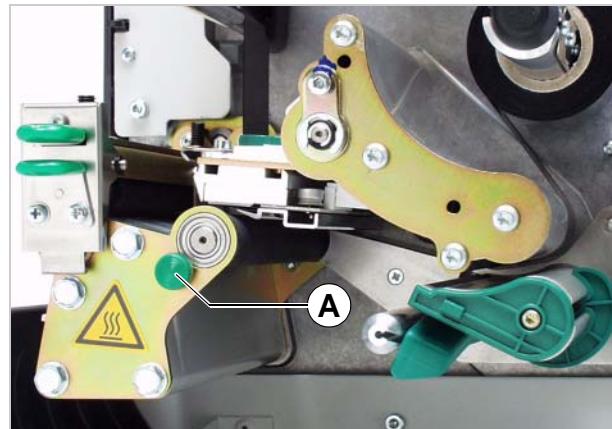


[10] Rotate the cleaning roller. The printhead contacts the roller while doing so.

Cleaning the printhead with alcohol-based solvents.

If there are no cleaning pen and no cleaning roller at hand, the printhead can alternatively cleaned with alcohol-based solvents (e.g. methylated spirit).

1. Remove the label material and ribbon from the printer.
2. Remove the thumb screw [11A].



[11] A Thumb screw

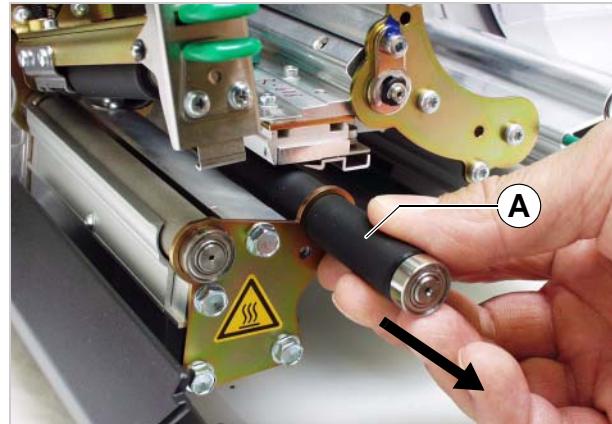
3. Pull out the print roller [12A].



WARNING!

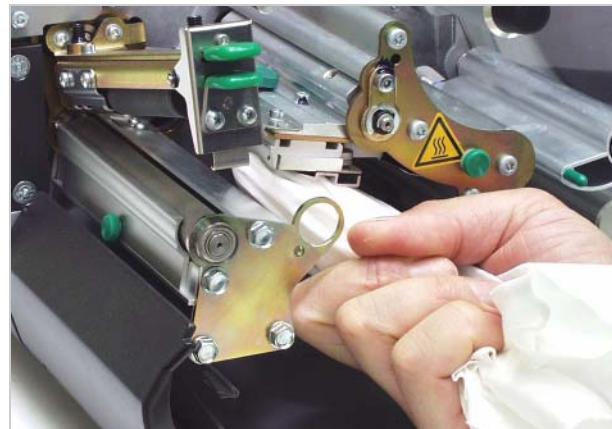
Alcohol-based solvents are highly flammable.

- Always comply with the safety guidelines for using flammable liquids.
- Do not smoke while servicing the device.



[12] Pulling out the print roller (A)

4. Moisten a lint-free cloth with solvent and wipe the thermal edge with it [13].
5. Replace the cleaning roller with the print roller.
6. Lock the print roller with the thumb screw.



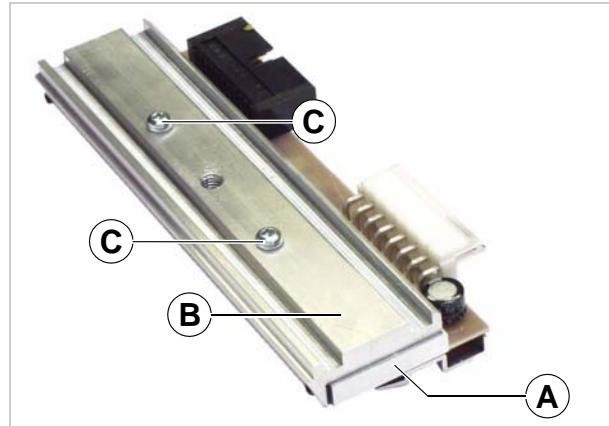
[13] Wipe the thermal edge with a moistened cloth.

Replacing the printhead



CAUTION! - The printhead [14A] and the printhead mount [14B] are precision-aligned by the manufacturer.

→ Never loosen the mounting screws [14C]!

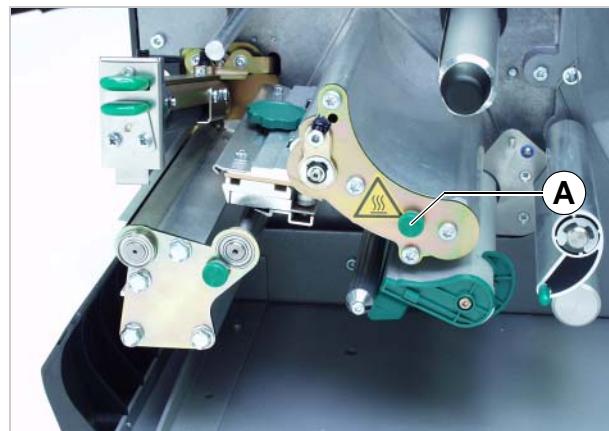


[14] **A** Printhead
B Printhead mount
C Mounting screws

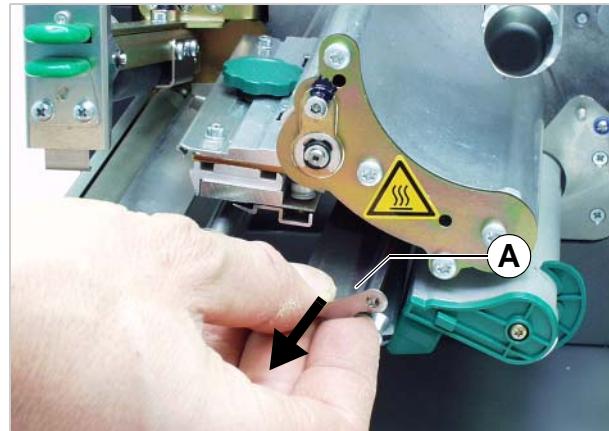
Dismantling

→ It is easier to replace the printhead if you first remove the print roller.

1. Remove the green thumb screw [15A]. Take off the printhead cable holder [16A].



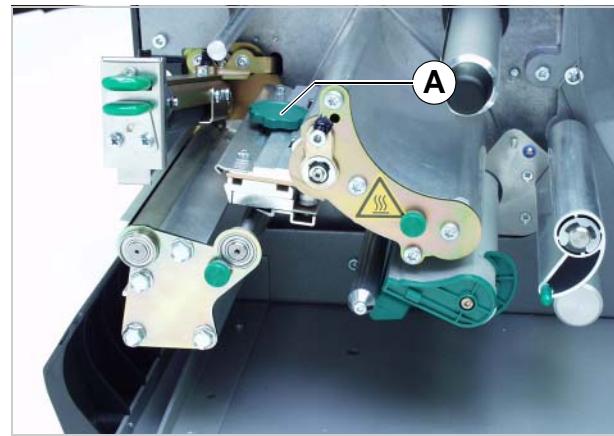
[15] **A** Thumb screw, fixing the cable holder



[16] Printhead cable holder (A)

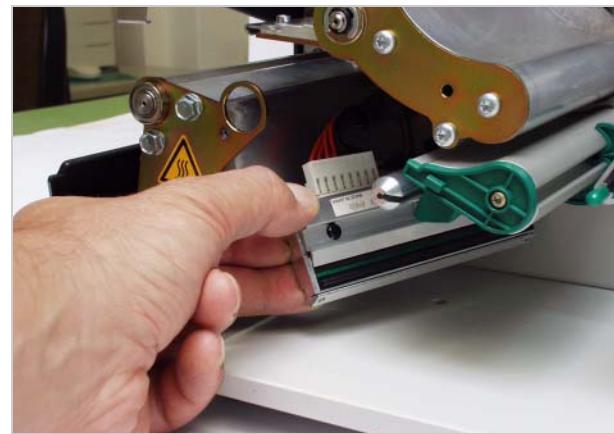
- Continued next page.

2. Loosen the green thumb screw [17A]. Remove the printhead.



[17] A Printhead fastening screw

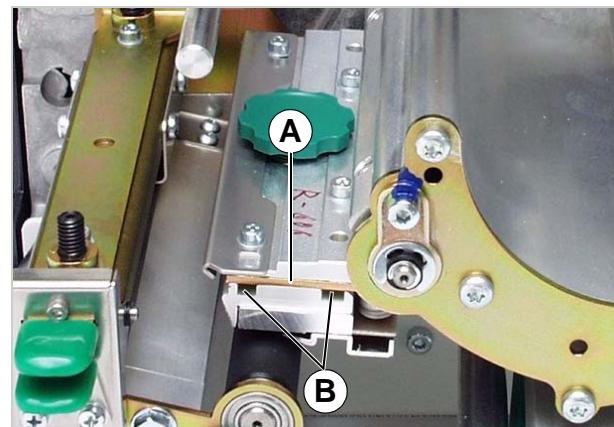
3. Remove both connectors [18A] from the printhead.



[18] Printhead is detached
A Connectors

Assembly

1. Read off the resistance value from the new printhead (sticker) and note it down.
2. Plug in the printhead cable.
3. Press the printhead against the mount from below and tighten the thumb screws. Ensure that:
 - ➡ The printhead is aligned at the back end.
 - ➡ The guide tabs on the underside of the mounting plate [19A] go into the grooves [19B] on the printhead.
4. Call up the parameter **SYSTEM PARAMETER > Printhead Resistance** and enter the printhead resistance value you noted earlier.



[19] Printhead of the AP 7.t
A Mounting plate
B Guide notches

Rollers

Cleaning/replacing the print roller

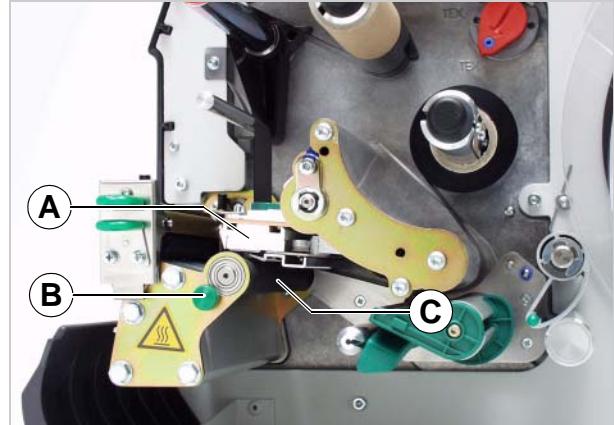
Contamination on the print roller can degrade the print quality and the transport of the material.

→ Clean the printhead [20A] and the print roller [20C] regularly, and always clean them before inserting a new ribbon. When using direct thermal mode, always clean them before inserting a new material roll.

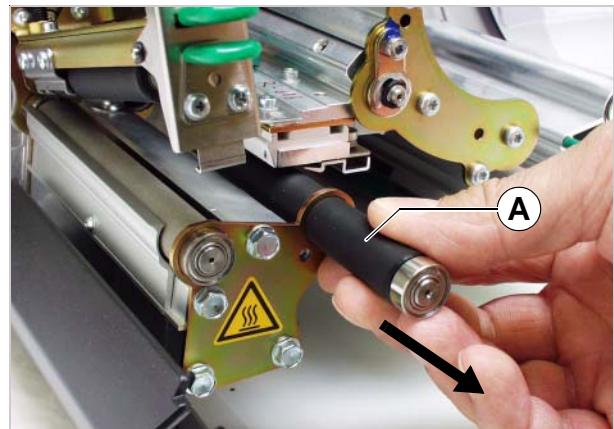
- Cleaning the printhead: See Section [Cleaning the printhead with a cleaning pen](#) on page 6.

How to clean/replace the print roller:

1. Switch off the printer.
2. Remove the label material and ribbon from the printer.
3. Remove thumb screw [20B].
4. Pull out the print roller [21A].
5. Sprinkle roller cleaner onto a lint-free cloth and wipe the roller with it. Gradually rotate the roller until it is completely clean.



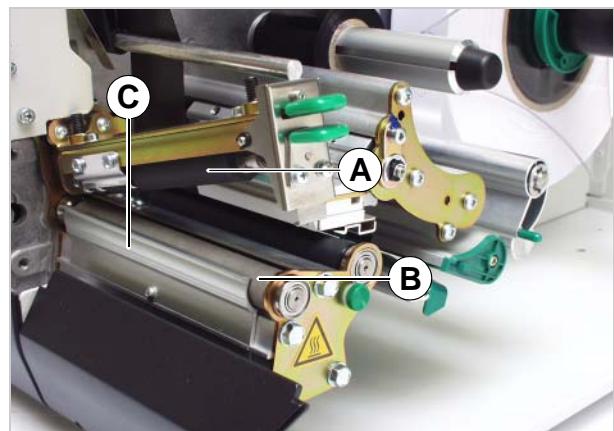
[20] A Printhead
B Thumb screw
C Print roller



[21] Pulling out the print roller (A)

Cleaning the drawing roller

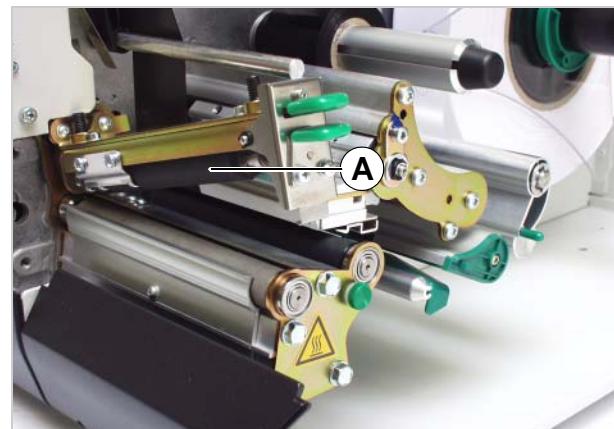
1. Release the pressure roller.
2. If installed: Disassemble the tear-off edge [22C]. This makes it easier to get at the drawing roller. (Tool: Torx screwdriver size 10).
3. Sprinkle solvent onto a lint-free cloth and wipe the drawing roller [22B] with it. Gradually rotate the roller until it is completely clean.
4. Refit the tear-off edge.



[22] A Pressure roller
B Drawing roller
C Tear-off edge

Cleaning the pressure roller

1. Release the pressure roller.
2. Sprinkle solvent onto a lint-free cloth and wipe the pressure roller [23A] with it. Gradually rotate the roller until it is completely clean.



[23] A Pressure roller

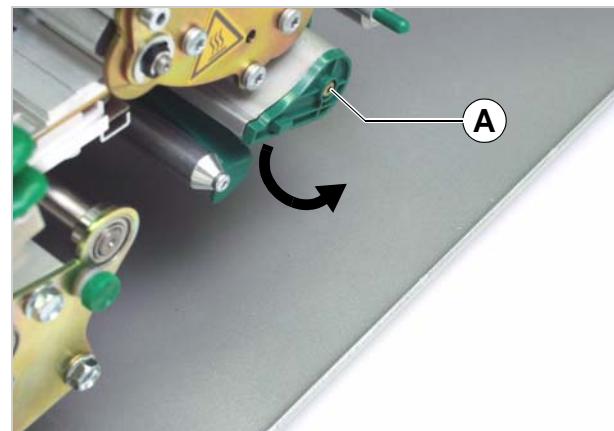
Further Maintenance Tasks

Cleaning the punch sensor

With frequent use of the printer, the punch sensor is gradually contaminated with lint. Large amounts of dirt can lead to problems with punch recognition.

To free the punch sensor from dust and abraded particles:

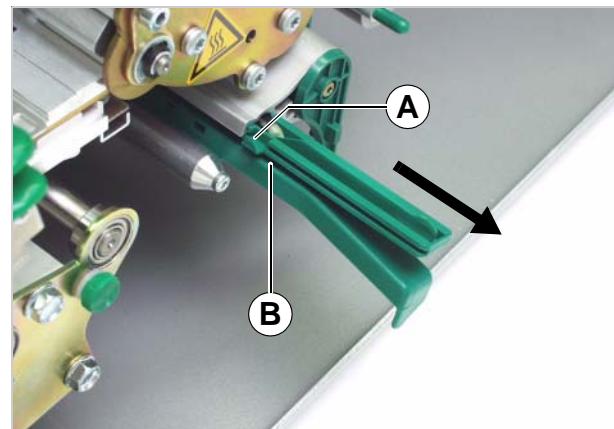
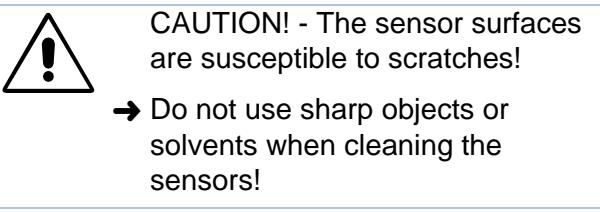
1. Lift the cover [24A] gently and push it downwards.



[24] Lowering the cover (A) of the punch sensor

2. Pull out the sensor fitting [25].
3. Clean the gap [25 [B] with compressed air.

→ The transmission sensor is situated in the upper and the lower part of the sensor fitting on a level with the indicator [25A]. The reflex sensor is located 5 mm further out in the lower part.

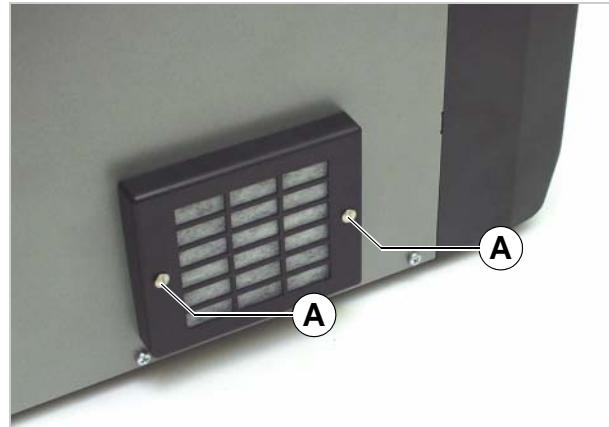


[25] Sensor fitting is pulled out for cleaning
 A Pointer
 B Gap

Replacing the dust filter

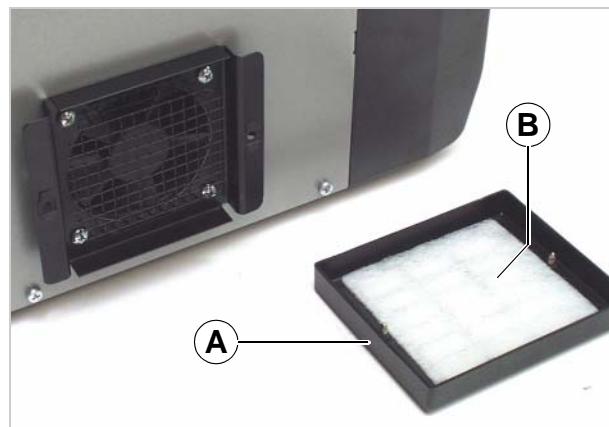
- The dust filter is an optional accessory.
- Replace the filter liner at least monthly.

1. Turn the two screws [26A] on the filter housing by a quarter-turn. Remove the cover [27A].



[26] AP 7.t dust filter (optional)
A Screws

2. Replace the filter liner [27B] (part no. 99037 (5 liners)).
3. Reassemble the filter housing cover (quarter-turn of the screws).

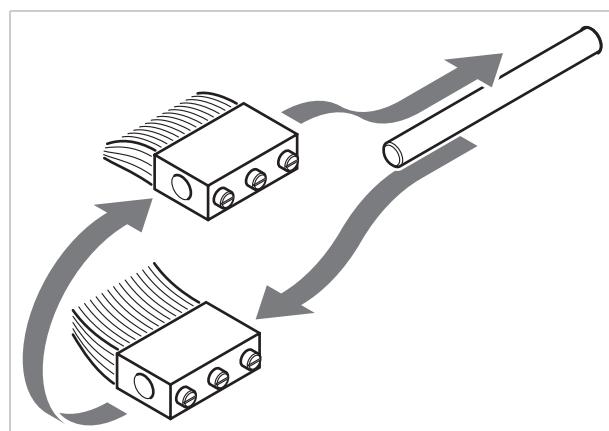


[27] A Filter housing cover
B Filter liner

Reversing the braking brush

Occasionally reverse the braking brush to compensate for deformation resulting from frequent use.

- Do this by removing the brush from the axle, turning it over, and refitting it[28].



[28] The braking brush needs to be turned around occasionally